

TAX INVOICE (Renewal)

Renewal is invited based on details shown in the attached Schedule of Cover.
Payment is required by due date of expiry to ensure continuity of cover.

Arthur J. Gallagher & Co (Aus) Limited
ABN 34 005 543 920
AFSL 238312
23/180 Ann Street
Brisbane QLD 4001
T: 07 3002 2222
F: 07 3221 2688
E: brisbane@ajg.com.au
W: **ajg.com.au**

M J & M A Crace
3 Laura Street
CLEVELAND QLD 4163

Insured: M J & M A Crace

Insured With: Insurance Aust Ltd (t/as CGU) Sunrise GPO Box 9902
BRISBANE QLD 4001

Policy Number: 06L3397970 Expiring: 11/03/22

Insurance Class: CGU Landlords

Period of Cover: 11/03/21 to 11/03/22 At 4pm Local Time

Covering: Renewal of Landlords Policy at
Unit 63 / 14 Kensington Place
Birkdale QLD 4159

Premium	397.35
Fire Levy	0.00
U/W GST	39.73
Stamp Duty	39.34
Document Fee	0.00
Brokers Fee	40.00
Br Fee GST	4.00

Total 520.42

This becomes a tax invoice upon proof of payment.

Client Reference

CRACM

Invoice Number

I649477

Date

17/02/21

Account Executive

Andrew Howard
E: Andrew.Howard@ajg.com.au
T: 07 3878 1844

TOTAL DUE

\$520.42

Payment due by

11/03/21

Important Notice:

Should you require information regarding our important relationships, privacy and how we earn our remuneration, please visit the Gallagher website: ajg.com.au
See important insurance notices overleaf and documents enclosed.

Remittance Advice

Our postal address: GPO Box 859 BRISBANE QLD 4001

Invoice: I649477 Client: M J & M A Crace

Policy No: 06L3397970 Client Ref: CRACM

Our Ref: 00031269J/0424

Account Executive: Andrew Howard

Amount Due: \$520.42

PAYMENT OPTIONS**By BPAY®**

Contact your financial institution to arrange payment from your account

Billers Code: 43984
Ref: 40006494770

**Electronic Funds Transfer**

Direct Deposit BSB - 033819
Account No - 424121715
Use for Online payments only

**Pay by Credit Card**

By Phone: Please call **1800 226 012**
By Web: Go to www.ajg.com.au/client-portal
A surcharge will apply of:
0.76% for Visa and Mastercard, or
1.87% for American Express, incl. GST.



Billpay Code: 0844

Ref: 9234 4000 6494 7755



*844 9234 0000004000649477 55

Pay in person at any Post Office

**Instalment (Premium Finance)**

Contact your Account Executive if you would like to use this facility

nhoward

Notice to Intending Insureds

Your duty of disclosure

Before you enter into an insurance contract with an insurer, you have a duty under the Insurance Contracts Act 1984 to disclose information to the insurer. The Duty of Disclosure applies until the insurer agrees to insure you or renew your insurance. The Duty of Disclosure also applies before you extend, vary or reinstate your insurance.

If you are applying for or renewing insurance in relation to your motor vehicle, home building and/or contents, residential strata, travel, personal accident or sickness and/or consumer credit products, you must answer the specific questions asked by the insurer truthfully and accurately. In answering those questions, you must tell the insurer all information that's known to you and that a reasonable person would be expected to provide in answer to the questions.

At renewal, the insurer may ask you to advise it of any changes to something you have previously disclosed, or may give you a copy of the information you previously disclosed and ask you to advise the insurer if there has been a change. If you do not tell the insurer about a change, you will be taken to have told the insurer there is no change.

If you are applying for or renewing any other insurance, you must tell the insurer all information that is known to you, that a reasonable person could be expected to know or that is relevant to the insurer's decision to insure you and on what terms. You do not need to tell the insurer anything:

- that reduces the risk it insures you for;
- is common knowledge;
- that the insurer knows or should know; or
- which the insurer waived your duty to tell it about.

Non-disclosure

If you fail to comply with your Duty of Disclosure, the insurer may cancel your contract or reduce the amount it will pay you if you make a claim, or both. If your failure to comply with the Duty of Disclosure is fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

Complaints and dispute resolution procedures

We are committed to providing quality services to our clients. This commitment also extends to giving you easy access to people and processes that can resolve a service issue or complaint.

If you are concerned about the services provided by us, any product we have arranged or how we have handled your Personal Information, please contact your broker or the branch manager of your local branch. We will acknowledge your complaint immediately in writing or by telephone.

If, within 5 days, your broker or the relevant branch manager is unable to resolve your complaint to your satisfaction, you may ask that the matter be referred to the Gallagher **Risk & Compliance Team** who can be contacted directly on:

- **Email:** privacy@ajg.com.au (for privacy related complaints) or complaints@ajg.com.au (for any other complaints)
- **Telephone:** 1800 068 000

If your complaint is referred to the Risk & Compliance Team, we will acknowledge receipt of your complaint in writing within 24 hours. We will then investigate the matter and attempt to resolve your complaint in accordance with our disputes and complaints management policy. We will advise you of the outcome of our review of your complaint within 45 days of when you first made your complaint.

If the issue still has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

- **Website:** www.afca.org.au
- **Email:** info@afca.org.au
- **Telephone:** 1800 931 678 (free call)
- **In writing to:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

For further information about how we handle complaints or disputes please contact your broker, our Authorised Representative or visit our website www.ajg.com.au.

Cancellation/Policy Amendments

Our remuneration is payable on the terms of our invoice and is considered fully earned at the time that we issue the invoice. If your insurance contract is cancelled or varied before the expiry of the period of insurance, you will be paid any refunded pro-rata premium received from the insurer. We will retain all of our commission, fees and other remuneration in full in the event of any early cancellation or variation of your insurance contract or adjustment of premium. We may charge an additional fee for processing your request to cancel or vary your insurance contract and you agree that this fee may be offset against any premium pro-rata refund you are entitled to.

Premium Funding

If your premium is over \$500 you may wish to pay by monthly instalments using our recommended premium funders. Gallagher may receive a commission of up to a maximum of 5% under some premium funding arrangements for providing this referral. Gallagher may also be entitled to a bonus paid as a percentage of the premiums funded and a share of profit in respect of referrals made to Monument Premium Funding. We recommend that you read the premium funding contract to understand the implications in the event that you cancel your insurance policy before its expiry.

SCHEDULE OF COVER

CGU Landlords

OUR REFERENCE 00031269J

INSURER POLICY NUMBER 06L3397970

POLICY PERIOD 11/03/21 to 11/03/22 At 4pm Local Time

LANDLORDS RESIDENTIAL INSURANCE

Insured Name(s)- M J & M A Crace

RENEWAL PREMIUM COMPARISON

To help you understand how your renewal premium compares to last year, we have included a comparison below. Last year's premium represents the amount you were charged for your insurance policy at the beginning of the last policy term, plus or minus any changes you made throughout the policy term.

	Last Year	This Year
Premium	\$ 352.08	\$ 397.35
Emergency Services Levy	\$ 0.00	\$ 0.00
Goods and Services Tax	\$ 35.22	\$ 39.73
Stamp Duty	\$ 34.87	\$ 39.34
Total Premium	\$ 422.17	\$ 476.42

Changes to your premium:

Your premium is based on the possibility of a claim against your policy, and may change if the general cost to protect our customers changes. For information on how your insurance premium is calculated, please contact us to discuss. To learn more about general premium calculations you may refer to the Insurance Council of Australia website. <http://understandinsurance.com.au/premiums-explained>

Situation 1 - U 63 14 KENSINGTON PL, BIRKDALE, QLD 4159

	SUM INSURED

BUILDINGS	Not Insured
CONTENTS	\$12,800
SPECIAL CONTENTS	Not Insured
TOTAL SUM INSURED FOR ALL CONTENTS	\$12,800
LOSS OF RENT	\$18,200
RENT DEFAULT AND THEFT BY A TENANT	Insured

Excess applicable to all above \$600

Additional excesses apply for earthquake and tsunami claims. These are shown in the policy wording.

LIABILITY \$15,000,000

WORKERS' COMPENSATION

Not Insured

POLICY VARIATIONS AND EXTENSIONS

In respect of: Situation - U 63 14 KENSINGTON PL, BIRKDALE,
QLD 4159

SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT (SPDS) This SPDS is issued by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance and updates and should be read with the Landlords Residential Property Insurance Product Disclosure Statement and Policy (PDS). This SPDS applies to all policies with a commencement date of 31st March 2020. The PDS is amended to delete the optional cover of "Rent default and theft by a tenant" in the policy and all other references to this optional benefit in the policy. This applies to new business and endorsements only.

Excess Change

We have recently reviewed our excess levels and your excess amount may have changed effective from the commencement of your new period of insurance as noted on this renewal schedule.

Important Information

If you answer "yes" to any of the following questions, please contact our agent or your broker.

In the last 12 months:

- (1) Has any insurer refused, cancelled or imposed an excess on any of your policies or required special terms to insure you?
- (2) Have you or any other person who would receive insurance protection under the proposed policy been charged or convicted of any criminal offence?
- (3) Have there been any changes to the insured property which might increase the risk of loss or damage?

IMPORTANT NOTICES

POLICY AMENDMENTS

These amendments should be read in conjunction with your policy booklet as the terms described now form part of your policy.

POLICY EXCESS

For each separate identifiable incident for which your policy provides cover any applicable excess will apply for each incident giving rise to a claim.

COOLING-OFF PERIOD

If you decide that you do not wish to continue with this policy, you have twenty-one days after the commencement of this insurance to request cancellation. We will provide you with a refund of premium paid, provided you have not made a claim under the policy.

Workers' Compensation insurance is compulsory if you have employees. This cover is not provided unless specifically shown on the schedule. CGU Insurance can arrange separate cover in those states where legislation permits.

IMPORTANT CHANGE TO YOUR POLICY

There have been some changes to the cover under your policy. These changes are described below in this document. This document should be read in conjunction with your policy booklet as the terms described now form part of your policy. The following additional exclusion now applies to all sections of this policy, other than Workers' Compensation. Contamination by chemical and/or biological agents, which results from an act of terrorism. Terrorism is any act which may, or may not, involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public. We will continue to cover losses, such as property damage, from other forms of terrorism, in accordance with your policy's existing terms and conditions.

To provide some protection against increased costs, the sum insured on Buildings &/or Contents has been increased. You may select different sums insured if you wish.

Your renewal

Under the requirements of the Financial Services Reform Act 2001, we have prepared a Product Disclosure Statement (PDS) for this insurance. This PDS has been prepared to assist you in understanding the insurance policy and making an informed choice about your insurance requirements. If you would like a copy of the PDS, please contact us. You can contact us:

By phone on 131532, or
By writing to Insurance Australia Limited, GPO Box 9902 in
your Capital City, or
By completing our e-Form or e-Mail at www.cgu.com.au

OUR REMUNERATION

We will receive commission from the insurer identified above of \$107.08 inclusive of GST.

COOLING OFF PERIOD

If you decide that you do not require the insurance policy we have recommended, you have 14 days (or longer if the insurer allows it) from the earlier of the date you receive confirmation of the insurance contract and the date it was arranged, to change your mind. Check the Product Disclosure Statement and/or the product issuer's Policy Wording for details. If you do not want the insurance, you must tell us in writing that you wish to return the insurance contract and have the premium refunded.

If you do so the insurance contract will be terminated from the time your insurer was notified. The insurer may retain its reasonable administration and transaction costs and a short-term premium.

You cannot return the contract of insurance if it has already expired or if you have made a claim against it.

IMPORTANT NOTICE

You should refer to the Product Disclosure Statement which contains information about this particular financial product to help you make an informed decision in regard to this product.